

	<b>Pharmacy Emergency Management Policy</b>	
<b>PPM-CH03.08</b>	Pharmacy	Effective date: 09/29/2011

**POLICY/STANDARD:**

Pharmacy Department staff will follow the procedure delineated below in the event of a disaster.

**PURPOSE:**

To adequately provide medication service and supplies in emergency situations

**DEFINITIONS (for the purposes of this policy):**

**External Event:** An External Disaster is any event, natural or man-made, that actually does or can reasonably be expected to cause more casualties to be brought to Children's Hospital than can be efficiently treated under normal operations.

**Internal Event:** Any occurrence which could cause casualties or require a partial or total evacuation of a Children’s of Alabama Facility, or a major loss of essential life support systems within a building.

**Family:** As applicable to the purposes of this policy, family includes parents/stepparents or guardians, grandparents, siblings (sister/step sister, brother/step brother), spouse, and child.

**PROCEDURE/IMPLEMENTATION:**

**I. External Event Measures**

**A. Classification:** Pharmacy recognizes the Children’s of Alabama’s disaster classification system. Staff response will coincide with both the code designation and the activation level determined by the ED or the Chief Executive Officer or his/her designee.

**B. Notification:**

1. Upon receiving official announcement of the emergency/disaster alert, pharmacy personnel on duty will use the Pharmacy Department personnel contact list to contact needed staff.
2. When Pharmacy management is present, a member of management will report to the Command Center and then report back to Pharmacy with further instructions for staff as soon as possible.

*Pharmacy Emergency Management Policy*

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3. When Pharmacy management is NOT present, one pharmacist will report to the Command Center (refer to the Children's of Alabama's *Emergency Operation Plan*). The pharmacist will notify by the best means possible, the Director of Pharmacy and the Pharmacy Supervisor of Operations as soon as possible.

**C. Staffing:**

1. All pharmacy personnel are deemed essential to pharmacy operations.
2. The pharmacist who reported to the command center or designee will promptly communicate staffing needs to the Pharmacy, will determine staffing needs for the event, and may request additional employees to report to the pharmacy department as needed. Note: The time of the shift should be considered when determining who will be called in.
3. Pharmacy staff will follow assignments given in accordance with the Children's of Alabama's *Emergency Operation Plan*.
4. In the event of Inclement Weather, pay and benefits will follow those of the Children's of Alabama's Inclement Weather Policy.

**D. Supplies:**

1. Pharmacy will utilize current inventory, coordinate supply procurement with other hospitals, the Alabama Health Department, retail stores, and/or its pharmaceutical wholesaler in an effort to maintain sufficient levels of pharmaceutical supplies to meet the needs of its patients.
2. Central transport, as available, may be utilized for transporting stock.
3. Documentation of all medication supply procurement or exchange must be provided to the Inventory Coordinator as soon as possible.

**II. Internal Event Measures**

The same measures will apply as for External Event with the following exceptions or additions:

- A.** Pharmacy management will determine recovery procedures after assessing the severity of the damage.
  1. If no damage, normal operating procedures will continue as usual.
  2. If no computer access, manual operation procedures will be employed.
  3. If relocation is required, Pharmacy Management will work with Hospital Administration to procure location.
- B.** Pharmacy management will notify the State Board of Pharmacy.
- C. New or refill** prescriptions for staff and family support needs will be issued through the Outpatient Pharmacy within the federal guidelines and local laws and hospital policy.
  1. **NEW** prescriptions will be filled IF:
    - a. The medication is essential to the maintenance of life or the continuation of therapy in a chronic condition.
    - b. It is not possible to obtain medications from another source.

- c. The end user of the prescription is a current Children’s of Alabama employee or is family to a current Children’s of Alabama’s patient (see policy definition of “family”).
- d. The medication is **not** a controlled substance.
- e. The medication is in stock.
- f. Pharmacy stock is sufficient to first meet the needs of hospital patients.
- g. The quantity is reasonable to meet, but not exceed the duration of the disaster declaration by Children’s of Alabama Administration.
- h. Payment by normal means is received at the cash register unless special payment approval is granted through Children’s of Alabama Administration and submitted to Pharmacy.

2. Emergency prescription **REFILLS** must meet all of the following criteria (references: Act 1991, No. 91-554, § 1 and Act 205, Title 34-23-75):

- a. The medication is essential to the maintenance of life or the continuation of therapy in a chronic condition.
- b. The pharmacist is unable to readily obtain refill authorization from the prescriber.
- c. The medication is **not** a controlled substance.
- d. The medication is in stock.
- e. Pharmacy stock is sufficient to first meet the needs of hospital patients.
- f. The quantity does not exceed a 72-hour supply or the end of the disaster declaration by Children’s of Alabama Administration, whichever comes first.
- g. The ability exists to contact the prescriber within 72 hours after such dispensing.
- h. The dispensing pharmacist creates a written order containing all the prescription information required by law and notifies the prescriber of the emergency dispensing within 72 hours after such dispensing.

(1) Payment by normal means is received at the cash register unless special payment approval is granted through Children’s Hospital Administration and submitted to Pharmacy.

**REFERENCES/REGULATORY GUIDELINES/EVIDENCE BASED STANDARDS:**

Act 1991, No. 91-554, § 1

Act 205, Title 34-23-75

**INTEREST GROUPS:**

- Department                       Multidisciplinary                       CHS-wide  
 If multidisciplinary, list key departments: \_\_\_\_\_  
 \_\_\_\_\_

**CROSS REFERENCES:**

PPM-CH04.65 Computer Downtime for Parenteral Nutrition Policy

PPM-CH04.66 Computer Downtime Policy

AmerisourceBergen Disaster Recovery Plan-Birmingham Children’s Hospital (*see attachment*)

Tracking Record –[Policy #PPM-CH03.08]													
ACTION TAKEN			REASON FOR DEVELOPMENT/CHANGE OF STANDARDS								CHANGE IN PRACTICE		
New Procedure	Reviewed	Revised	Org. Changes	Research/Literature	PI	Equipment Change	Standard Of Care	Compl. Reg. AGC	Practice Change	Other	NO	YES	Comment/Explanation of Impact
	X	X					X	X			X		
Title: Pharmacy Emergency Management Policy													
Developed: 2/2009													
Reviewed/Revised: Pharmacy Management 9/29/2011													
Approved: Pharmacy Management 9/29/2011													

# **Disaster Recovery Plan**

**Provided by  
AmerisourceBergen Drug Corporation  
Birmingham, AL Division  
For  
CHILDREN'S HOSPITAL**

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## I. Disaster Recovery Plan Objectives

The objectives of this Disaster Recovery Plan (DRP) are to establish and, if needed, implement a formal protocol for the order and receipt of supplies for a disaster event which affects the normal operations of the AmerisourceBergen distribution centers that service CHILDREN'S HOSPITAL.

AmerisourceBergen has a designated disaster recovery team that includes representatives from AmerisourceBergen business units and functional areas who participate in planning for and implementing the DRP. This team will be responsible for establishing and maintaining communication during and after any disaster event that may impact services provided to customers of AmerisourceBergen. This team will also be responsible for determining the frequency and methods of delivery based on the nature of the disaster and the conditions of the transportation routes and equipment.

The primary objective of this DRP is to be prepared to react to the needs of CHILDREN'S HOSPITAL before a natural disaster reaches a point where service is interrupted.

This DRP will be reviewed and revised annually or as needed.

## II. Contact Information

### A. Overview

Account Manager:                     Jeff Ocker                    

In case of disaster, AmerisourceBergen will initiate communication with its primary contacts within CHILDREN'S HOSPITAL, currently those listed in Section II (B).

Primary contacts at both organizations will strive to make contact.

The Pharmacy Buyer at CHILDREN'S HOSPITAL will decide if disaster supplies will be needed by CHILDREN'S HOSPITAL. The Emergency Responder at AmerisourceBergen will work with CHILDREN'S HOSPITAL to appropriately prioritize product deliveries.

AmerisourceBergen emergency responders will periodically meet to reassess needs and update the distribution plan.

### B. CHILDREN'S HOSPITAL

In the event of a disaster, AmerisourceBergen will attempt to initiate contact with the following list of personnel at CHILDREN'S HOSPITAL in the order that is listed below. As soon as contact is made with one of the following people at CHILDREN'S HOSPITAL, it will be that person's responsibility to contact the other

appropriate personnel at CHILDREN’S HOSPITAL to help facilitate coordination of the DRP with AmerisourceBergen personnel.

Contact Priority	Contact Name	Business Phone	Cell Phone	Other Phone	e-mail
1					
2					
3					
4					
5					

**C. AmerisourceBergen**

In the event of a disaster, AmerisourceBergen will attempt to reroute toll free Customer Care calls to the appropriate back-up distribution center; however, in the event that the re-routing is not successful, please contact your servicing AmerisourceBergen distribution centers in the order listed below:

Primary Servicing Distribution Center:

AmerisourceBergen Birmingham  
 172 Cahaba Valley Pkwy.  
 Pelham, AL 35124  
 205-985-5100

Backup Distribution Center #1:

AmerisourceBergen Dallas  
 501 Patriot Parkway  
 Roanoke, TX 76262  
 817-859-3600

Backup Distribution Center #2:

AmerisourceBergen Atlanta  
 1085 Satellite Blvd.  
 Suwanee, GA 30024  
 770-623-3193

**III. Service Level**

In the event of a disaster, the goal of the DRP is that the service level for CHILDREN’S HOSPITAL should remain the same. Each AmerisourceBergen distribution center will typically have approximately four days of ordering inventory on hand. If an AmerisourceBergen distribution center is inoperable, AmerisourceBergen will reroute CHILDREN’S HOSPITAL orders from that distribution center to another AmerisourceBergen distribution center with comparable capacity. This will help ensure



AmerisourceBergen will have inventory and associates available to continue service to CHILDREN'S HOSPITAL.

#### **IV. Ordering Procedures**

Electronic ordering is configured to minimize the need for CHILDREN'S HOSPITAL to change the way orders are placed. Orders that are received electronically at AmerisourceBergen will be rerouted to the AmerisourceBergen backup distribution center as quickly as possible to minimize delays and other problems.

In the event that Customer Care telephone lines are not functioning at the primary distribution center serving CHILDREN'S HOSPITAL, CHILDREN'S HOSPITAL should contact the appropriate backup distribution center as indicated in Section II (B). AmerisourceBergen will also promptly route the toll free Customer Care phone lines to an appropriate back up facility.

#### **V. Types of Disasters**

In the preparation for a fire, flood, tornado, hurricane, earthquake or other natural disaster that would prohibit, limit, or delay service, the following plans have been adopted and will be promptly implemented when a disaster occurs.

##### **A. Earthquake**

In the event of an earthquake that would prohibit, limit or delay normal service levels, AmerisourceBergen will initiate contact with CHILDREN'S HOSPITAL to coordinate an effort for response and recovery. Disaster relief supplies will be coordinated with AmerisourceBergen's surrounding regions. As needed, AmerisourceBergen will coordinate distribution service from surrounding facilities.

##### **B. Fire**

###### **1. AmerisourceBergen Facility Fire**

AmerisourceBergen will initiate contact with CHILDREN'S HOSPITAL in the event of a fire at the primary distribution center which prohibits, limits, or delays normal service levels. Designated AmerisourceBergen associates will assess the situation and determine when normal service expectations will resume. The Account Service Manager will be responsible for follow-up communication to CHILDREN'S HOSPITAL.

## **2. CHILDREN'S HOSPITAL Fire (Code Red)**

In the event of a fire at CHILDREN'S HOSPITAL, an AmerisourceBergen associate will attempt to meet with CHILDREN'S HOSPITAL to assess the situation, determine the immediate needs of CHILDREN'S HOSPITAL and assist in planning an appropriate response and recovery.

### **C. Flood**

AmerisourceBergen will attempt to initiate contact to CHILDREN'S HOSPITAL in the event of a flood in the area surrounding the primary distribution center which prohibits, limits, or delays normal service levels. The Account Service Manager will be responsible for follow-up communication to CHILDREN'S HOSPITAL. AmerisourceBergen will identify and utilize its best means of transportation available to ship both regular orders and, if needed, disaster relief supplies from its primary distribution center or other surrounding facilities.

### **D. Tornado/Hurricane at the AmerisourceBergen Facility**

AmerisourceBergen will initiate contact with CHILDREN'S HOSPITAL in the event of a Tornado/Hurricane at the primary distribution center which prohibits, limits, or delays normal service levels. Designated AmerisourceBergen associates will assess the situation and determine when normal service expectations will resume. The Account Service Manager will be responsible for follow-up communication to CHILDREN'S HOSPITAL. AmerisourceBergen will identify and utilize its best means of transportation available to ship both regular orders and, if needed, disaster relief supplies from its primary distribution center or other surrounding facilities.

### **E. Other Internal/External Disasters**

In the event of any other internal/external disaster (such as a pandemic outbreak or disruption caused by a labor dispute, terrorist attack,, etc.) that may prohibit, limit, or delay normal service levels, AmerisourceBergen will communicate with CHILDREN'S HOSPITAL in order to coordinate response and recovery.

AmerisourceBergen will identify and utilize the best means of transportation for both regular orders and, if needed, disaster relief of supplies from its primary location or other surrounding facilities.

## **VI. Stages of Contact**

The DRP includes contingency plans to remain aware of any imminent natural disasters that are forecast. Section II includes contact information that will assist the parties in planning, preparing and responding to specific events.

**A. Stage 1**

In the event that streets, highways or other transportation routes are congested or impassable due to any of the following scenarios, AmerisourceBergen will attempt to contact CHILDREN'S HOSPITAL as early as practical under the circumstances.

- Earthquake
- Flood
- Mud Slide
- Snow/Ice
- Airline crash
- Train crash, derailment, or toxic tanker spill
- Scheduled closure for repairing damage

Additionally, AmerisourceBergen will initiate contact with all appropriate agencies to determine anticipated extent and severity of such events and their impact, as well as highway conditions and available alternate routes.

**B. Stage 2**

AmerisourceBergen will attempt to contact all AmerisourceBergen employees as quickly as possible. In order to assist in the distribution of product, employees are asked to report to their assigned work place as soon as they can safely do so.

**VII. System Disaster Recovery Plan**

**A. CHILDREN'S HOSPITAL System Unavailable – AmerisourceBergen System Available**

1. CHILDREN'S HOSPITAL shall maintain copies of a critical item list for each of its ordering locations.
2. Once CHILDREN'S HOSPITAL determines that its system cannot access the AmerisourceBergen system for normal order processing, CHILDREN'S HOSPITAL should contact AmerisourceBergen's distribution center and begin manually assessing all items that it will need to order.
3. Upon completion of the manual assessment, CHILDREN'S HOSPITAL should fax its order to the AmerisourceBergen distribution center as early as possible, but no later than 12 noon.

4. AmerisourceBergen's personnel at the distribution center will input the faxed order into the AmerisourceBergen system.
5. AmerisourceBergen will operate the picking, packing and shipping functions as usual. An invoice for all product picked will be included with each shipped order.
6. AmerisourceBergen's distribution center will retain a copy of the CHILDREN'S HOSPITAL's faxed order.
7. The receipt, delivery, and replenishment process will follow standard procedures.

**B. AmerisourceBergen System Unavailable – CHILDREN'S HOSPITAL System Available**

1. An AmerisourceBergen representative will notify CHILDREN'S HOSPITAL that the primary ordering system is not available. However, CHILDREN'S HOSPITAL should continue to order through your normal process so that AmerisourceBergen can reroute the CHILDREN'S HOSPITAL order to the AmerisourceBergen backup distribution center listed in section II (B). This will minimize order disruption.
2. If the Customer Care toll free number is unavailable at the primary distribution center serving CHILDREN'S HOSPITAL, calls will be routed to the appropriate backup distribution center listed in section II (B).
3. The AmerisourceBergen backup distribution center will operate the picking, packing and shipping functions as usual. An invoice for all product picked will be included with the shipped order.
4. As soon as the ordering system for the primary distribution center serving CHILDREN'S HOSPITAL is available, AmerisourceBergen will promptly re-route orders back from the backup distribution center to the primary distribution center.